

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)(D)
|
|
|
(D)Entrance Facility

Denotes a Switched Transport Facility between a Telephone Company serving wire center and a customer premises that provides a customer with dedicated transport from the serving wire center to the customer premises.

Entry Switch

See First Point of Switching.

Envelope Delay Distortion

The term "Envelope Delay Distortion" denotes a measure of the linearity of the phase versus frequency of a channel.

Equal Level Echo Path Loss

The term "Equal Level Echo Path Loss" (ELEPL) denotes the measure of Echo Path Loss (EPL) at a 4-wire interface which is corrected by the difference between the send and receive Transmission Level Point (TLP). [ELEPL = EPL - TLP (send) + TLP (receive)].

Ethernet

The term "Ethernet" denotes a protocol provided over various media reflecting the two lowest layers of the Digital Network Architecture/Open Systems Interconnections (DNA/OSI) standard. This protocol provides for connectivity of computers, printers, workstations, terminals and other devices across Local Area Networks and Wide Area Networks (LANs & WANs). DNA/OSI standards are maintained by the American National Standards Institute.

Exchange

The term "Exchange" denotes a unit generally smaller than a Local Access and Transport Area, established by the Telephone Company for the administration of communications service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. One or more designated exchanges comprise a given Local Access and Transport Area.

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, D.C. 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Exchange Access Signaling

The signaling system which is used, by equal access end offices, to transmit originating information and address digits to the customer's premises and which includes the means of verifying the receipt of these address digits. Features of this system include overlap outpulsing, identification of the type of call, identification of the ten-digit telephone number of the calling party, and acknowledgement wink supervisory signals.

Expected Measured Loss

The term "Expected Measured Loss" denotes a calculated loss which specifies the end-to-end 1004-Hz loss on a terminated test connection between two readily accessible manual or remote test points. It is the sum of the inserted connection loss and test access loss including any test pads.

(D)

(D)

Extensible Markup Language (XML)

The term "Extensible Markup Language (XML)" denotes a simple, very flexible text format that is used in the exchange of a wide variety of data on the Web and elsewhere.

Field Identifier

The term "Field Identifier" denotes two to four characters that are used on service orders to convey specific instructions. Field Identifiers may or may not have associated data. Selected Field Identifiers are used in Telephone Company billing systems to generate nonrecurring charges.

(Issued under Transmittal No. 1018)

Issued: May 28, 2009

Effective: June 12, 2009

Vice President, Federal Regulatory
1300 I Street, NW, Washington, D.C. 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)First-Come, First-Served

The term "First-come, First-Served" denotes a procedure followed when the first order received will be the first order processed, except as provided in 2.1.2(D).

First Point of Switching

The term "First Point of Switching" denotes the first Telephone Company location at which switching occurs on the terminating path of a call proceeding from the customer premises to the terminating end office and, at the same time, the last Telephone Company location at which switching occurs on the originating path of a call proceeding from the originating end office to the customer premises.

Flexible Automatic Number Identification (Flexible ANI)

The term "Flexible Automatic Number Identification" denotes an optional feature or Basic Service Element that provides additional values for the information indicator digits available with the ANI feature on originating calls. These additional digits identify the type of line that is originating the call for billing, screening and routing purposes.

Frequency Shift

The term "Frequency Shift" denotes the change in the frequency of a tone as it is transmitted over a channel.

Grandfathered

The term "Grandfathered" denotes Terminal Equipment, Multiline Terminating Systems and Protective Circuitry directly connected to the facilities utilized to provide services under the provisions of this tariff, and which are considered grandfathered under Part 68 of the F.C.C.'s Rules and Regulations.

High Volume Call-In Networks

Denotes a unique NXX that has a presence in several switches within the designated Local Calling Area for which terminating calls are routed over dedicated trunks to a single tandem switch. This is done for the purpose of controlling the impact on the local network from potentially high volumes of terminating calls that may be directed to specific Directory Numbers within such NXXs at a customer's request.

Host Office

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Immediately Available Funds

The term "Immediately Available Funds" denotes a corporate or personal check drawn on a bank account and funds which are available for use by the receiving party on the same day on which they are received and include U.S. Federal Reserve bank wire transfers, U.S. Federal Reserve notes (paper cash), U.S. coins, U.S. Postal Money Orders and New York Certificates of Deposit.

Impedance Balance

The term "Impedance Balance" denotes the method of expressing Echo Return Loss and Singing Return Loss at a 4-wire interface whereby the gains and/or loss of the 4 wire portion of the transmission path, including the hybrid, are not included in the specification.

Impulse Noise

The term "Impulse Noise" denotes any momentary occurrence of the noise on a channel over a specified level threshold. It is evaluated by counting the number of occurrences which exceed the threshold.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Individual Case Basis

The term "Individual Case Basis" (ICB) denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

Inserted Connection Loss

The term "Inserted Connection Loss" denotes the 1004 Hz power difference (in dB) between the maximum power available at the originating end and the actual power reaching the terminating end through the inserted connection.

IntelliMux Service

The term IntelliMux® Service denotes a service whereby customers can reconfigure a specific voice grade, DDS and/or individual channels within a High Capacity DS1 service connected at a digital cross-connect system.

Interexchange Carrier (IC) or Interexchange Common Carrier

The terms "Interexchange Carrier" (IC) or "Interexchange Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in interstate or foreign communication by wire or radio, between two or more exchanges.

Intermodulation Distortion

The term "Intermodulation Distortion" denotes a measure of the non-linearity of a channel. It is measured using four tones, and evaluating the ratios (in dB) of the transmitted composite four-tone signal power to the second-order products of the tones (R2), and the third-order products of the tones (R3).

Interstate Communications

The term "Interstate Communications" denotes both interstate and foreign communications.

Interstate IntraLATA

The term Interstate IntraLATA denotes physically interstate services between two points within the same LATA which are not used in connection with InterLATA channels.

Intrastate Communications

The term "Intrastate Communications" denotes any communications within the state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

(M)
|
|
|
(M)

Certain material on this page formerly appeared on Original Page 2-70.

(This page filed under Transmittal No. 481)

Issued: August 16, 2004

Effective: August 31, 2004

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)(D)
|
|
|
(D)Line Information Data Base

The term "Line Information Data Base" refers to the data base which contains billing information such as calling card number and billed number restriction data that is used in connection with the billing of calls.

Line-Side Connection

The term "Line-Side Connection" denotes a connection of a transmission path to the line side of a local exchange switching system.

Local Access and Transport Area

The term "Local Access and Transport Area" denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Area Network

A short-distance data communications network (typically within a building or campus) used to link together computers and other electronic devices.

Local Calling Area

The term "Local Calling Area" denotes a geographical area, as defined in the Telephone Company's Local and/or General Exchange Service tariff, in which an end user (Telephone Exchange Service subscriber) may complete a call without incurring Toll charges.

Local Tandem Switch

The term "Local Tandem Switch" denotes a local Telephone Company switching unit by which local or access telephonic communications are switched to and from an End Office Switch.

Location Routing Number (LRN)

Denotes a NPA-NXX-XXXX within a NXX that is assigned to a switch that serves ported numbers. The LRN is associated with ported numbers in the Local Number Portability database for the recipient switch and is required to route calls directed to ported numbers working out of the switch.

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Logical Channel

A communications channel through or link in the network that allows simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel. Capacity is made available as data is transmitted.

Loop Around Test Line

The term "Loop Around Test Line" denotes an arrangement utilizing a telephone company central office to provide a means to make certain two-way transmission tests on a manual basis. This arrangement has two central office terminations, each reached by means of separate telephone numbers and does not require any specific customer premises equipment. Equipment subject to this test arrangement is at the discretion of the customer.

Loss Deviation

The term "Loss Deviation" denotes the variation of the actual loss from the designed value.

Major Fraction Thereof

The term "Major Fraction Thereof" is any period of time in excess of 1/2 of the stated amount of time. As an example, in considering a period of 24 hours, a major fraction thereof would be any period of time in excess of 12 hours exactly. Therefore, if a given service is interrupted for a period of thirty-six hours and fifteen minutes, the customer would be given a credit allowance for two twenty-four hour periods for a total of forty-eight hours.

Manhole

The term "Manhole" denotes an underground enclosure which provides access to Collocated Interconnection Cable Support Structure.

Maritime Radio Common Carriers (MRCCs)

The term "Maritime Radio Common Carriers (MRCCs)" denotes carriers which are regulated under Part 81 of the Federal Communications Commission's Rules and Regulations.

Meet Point Billing

The term "Meet Point Billing" denotes the arrangement which requires multiple Exchange Telephone Companies, involved in providing applicable access services, to divide the ordering, rating, and billing of such services on a proportional basis, so that each Exchange Telephone Company involved bills under its respective tariff.

Message

The term "Message" denotes a "call" as defined preceding.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Message Unit Credits

The term "Message Unit Credits" denotes the credit applied to the local switching charges assessed to customers handling end user originating interstate or foreign service calls which are subject to message unit charges.

Metropolitan Statistical Area (MSA)

The term "Metropolitan Statistical Area (MSA)" denotes a prescribed geographic area comprised of Telephone Company wire centers that have been grouped together.

Milliwatt (102 Type) Test Line

The term "Milliwatt (102) Type) Test Line" denotes an arrangement in an end office which provides a 1004 Hz tone at 0 dBm0 for one-way transmission measurement towards the customer's premises from the Telephone Company end office.

Mobile Telephone Switching Office (MTSO)

The term "Mobile Telephone Switching Office" (MTSO) denotes the switching facility used by a CEC or RCC in performing originating and terminating switching functions for calls exchanged between their customers, the Telephone Company customers, Interchange Carriers, and independent Telephone Company customers.

Modem

Contraction of modulator-demodulator. A device which modulates and demodulates signals transmitted over communication facilities.

(D)
|
|
|
|
(D)

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

N-1 Carrier

Denotes the carrier that is delivering a call to the Telephone Company's switch and is responsible for determining the status and Location Routing Number of the dialed NXX.

Native Ethernet

Denotes an Ethernet transmission that is not carried within a SONET signal.

Network Address

Numeric character string used to specify the location of the called customer.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charge signals), address signaling (e.g., dialing), calling and called number identifications, rate of flow, service selection error control and audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the telecommunications system.

Network Interface Device

The term "Network Interface Device" denotes any Company provided means of interconnection of end user customer premises wiring to the Local Exchange Carrier's distribution plant, such as a cross connect device used for that purpose.

Non-Competitive County

The term "Non-Competitive County" denotes the geographic unit of a county or county-equivalent that failed a competitive market test specified by the FCC (excluding those that were granted Phase II, Level 2 pricing flexibility prior to June 1, 2017 and thus are defined as "Competitive Counties").

(N)
|
|
|
|
|
(N)

Non-Standard Premises

The term "Non-Standard Premises", NSP, denotes a free-standing structure, e.g., a billboard, a communication, electrical or water tower, etc., which is used for an antenna site. See also Premises.

(Issued under Transmittal No. 1351)

Issued: August 31, 2017

Effective: September 15, 2017

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Nonsynchronous Test Line

The term "Nonsynchronous Test Line" denotes an arrangement in step-by-step end offices which provides operational tests which are not as complete as those provided by the synchronous test lines, but can be made more rapidly.

North American Numbering Plan

The term "North American Numbering Plan" denotes a three-digit area (Numbering Plan Area) code and a seven-digit telephone number made up of a three-digit Central Office code plus a four-digit station number.

Off-Hook

The term "Off-hook" denotes the active condition of Switched Access or a Telephone Exchange Service line.

On-hook

The term "On-hook" denotes the idle condition of Switched Access or a Telephone Exchange Service line.

Open Circuit Test Line

The term "Open Circuit Test Line" denotes an arrangement in an end office which provides an ac open circuit termination of a trunk or line by means of an inductor of several Henries.

(D)
|
|
|
(D)

Operator Services System

Equipment capable of processing certain kinds of traffic originating or terminating to an end office; this processing may take place either with or without an operator's assistance. Use of such equipment includes call rating and charge recording functions, operator assistance functions, coin control and collection functions, automatic or manual identification of calling line number, and verification of the busy/idle condition of subscriber lines.

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Originating Direction

The term "Originating Direction" denotes the use of Access Service for the origination of calls from an End User premises to a customer premises.

(M)

Out of Band Signaling

The term "Out of Band Signaling" denotes an exchange access signaling feature which allows customers to exchange call control and signaling information over a communications path which is separate from the message path.

(M)

Certain material on this page formerly appeared on Original Page 2-73.

(This page filed under Transmittal No. 481)

Issued: August 16, 2004

Effective: August 31, 2004

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Overlap Outpulsing

The feature of the exchange access signaling system which permits initiation of pulsing to the customer's premises before the calling subscriber has completed dialing an originating call.

OZZ Code

The OZZ Code indicates the specific Interexchange Carrier trunk group that is to carry the call for MF Signalling.

Packet

Continuous sequence of binary digits of information is switched through the network and an integral unit. Consists of up to 1024 bits (128 octets) of customer data plus additional transmission and error control information.

(D)
|
|
|
(D)

Pay Telephone

The term "Pay Telephone" denotes Telephone Company provided instruments and related facilities that are available to the general public for public convenience and necessity, including public and semipublic telephones, and coinless telephones.

Periodic Inspection

The term "Periodic Inspection" denotes inspections conducted at regular or irregular intervals of all or portions of the Collocator's facilities, to determine that occupancies are authorized and are installed and maintained in conformance with the requirements set forth herein. Telephone Company will notify Collocator in advance of such inspections, and Collocator shall have the right to be present at the time of inspection.

Phase Jitter

The term "Phase Jitter" denotes the unwanted phase variations of a signal.

(This page filed under Transmittal No. 1070)

Issued: January 26, 2010

Effective: February 10, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Physically-Collocated Interconnection

The term "Physically-Collocated Interconnection" denotes an arrangement where the Collocator's facilities will be interconnected with Collocator owned and provided equipment that is physically located in a Collocated Interconnection Space within a Telephone Company central office building. The standard method of interconnection is through a point of interconnection (POT) bay. Collocators may propose alternative means of interconnection that are technically feasible by submitting a bona fide request for negotiation. (See Note below.)

Point of Termination

The term "Point of Termination" denotes the point of demarcation, within a customer-designated premises at which the Telephone Company's responsibility for the provision of Access Service ends.

Post-Installation Inspection

The term "Post-Installation Inspection" under Collocated Interconnection denotes the work activities performed to visually observe Collocator's equipment and cable facilities and equipment installation during and after the completion of the installation of such equipment and facilities to determine that all occupancies conform to the standards required.

(D)
|
|
|
(D)

Pre-Construction Work

The term "Pre-Construction Work" under Collocated Interconnection denotes the work activities performed by Telephone Company in order to process an application for occupancy to the point just prior to performing any necessary Design and Construction Work.

Premises

The term "Premises" denotes a building or a portion of a building in a multitenant building, or buildings on a continuous property (except Railroad right-of-way, etc.) not separated by a public highway except for an end user that offers Telecommunications Services exclusively as a reseller, this term is not to be limited to one building, but applies as well to a complex, or campus-type configuration, or buildings. "Premises" does not include Collocated Interconnection Space. See also Non-Standard Premises.

Note: See Section 19 following for further information.

(Issued under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, D.C. 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Prime Service Vendor

The term "Prime Service Vendor" denotes the status of the Telephone Company when contracting directly with the user of TSP service.

Protocol

Set of rules conducting interactions between two or more parties. These rules consist of syntax (header structure) semantics (actions and reactions that are supposed to occur) and timing (relative ordering and direction of states and events).

(M)

(M)

(M) Certain material currently appearing on this page formerly appeared on Page No. 2-75.

(This page filed under Transmittal No. 256)

Issued: October 28, 2002

Effective: November 12, 2002

Vice President, Federal Regulatory
1300 I Street, NW, Washington, D.C. 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Query

Denotes a signaling message requesting processing instructions or service data contained in a centralized database.

Radio Common Carriers (RCCs)

The term "Radio Common Carriers (RCCs)" denotes carriers which are regulated under Part 22 of the Federal Communications Commission's Rules and Regulations.

Rate Zones

The term "Rate Zone" denotes a pricing unit for rating High Capacity Switched Access Transport and Special Access services. Rate zones are established based principally upon the volume of traffic carried by a wire center, traffic density, and are divided into three categories: Rate Zone 1 - high density, Rate Zone 2 - medium density, and Rate Zone 3 - low density.

Recipient Switch

Denotes any end office switch that serves Directory Numbers (DN) within a number portable NXX that is not originally assigned to the switch. Customers assigned a Directory Number (DN) within the indicated NXX that is working out of a switch other than the one originally designated is said to have ported their number to this recipient switch.

Regional Service Management System/Number Portability Administration Center (RSMS/NPAC)

Denotes the third party administered database which maintains the information on all ported numbers in a particular geographic area, in this case the Telephone Company's region.

Remote Switching Modules and/or Remote Switching Systems

The term "Remote Switching Modules and/or Remote Switching Systems" denotes small, remotely controlled electronic segments of an end office switch which obtain part of their call processing capability from a Host Office. The combination of a Remote Switching Module and its Host Office comprise an End Office Switch.

Return Loss

The term "Return Loss" denotes a measure of the similarity between the two impedances at the junction of two transmission paths. The higher the return loss, the higher the similarity.

Registered Equipment

The term "Registered Equipment" denotes the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the F.C.C.'s Rules and Regulations.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Secure Socket Layer (SSL)

The term "Secure Socket Layer ("SSL)" denotes a security protocol that provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

Serving Wire Center

The term Serving Wire Center denotes the first Telephone Company wire center to which facilities are connected on the terminating path of a call proceeding from the customer premises to the terminating end office.

Seven Digit Manual Test Line

The term "Seven Digit Manual Test Line" denotes an arrangement which allows the customer to select balance, milliwatt and synchronous test lines by manually dialing a seven digit number over the associated access connection.

Shared Network Arrangement

The term "Shared Network Arrangement" denotes a service offering whereby a Service User may connect subtending services to a Host Subscriber's service, and the Telephone Company will undertake to maintain separate customer records and billing. (T)

(Issued under Transmittal No. 814)

Issued: May 31, 2007

Effective: June 15, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, D.C. 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Short Circuit Test Line

The term "Short Circuit Test Line" denotes an arrangement in an end office which provides for an ac short circuit termination of a trunk or line by means of a capacitor of at least four microfarads.

Signal-to-C-Notched Noise Ratio

The term "Signal-to-C-Notched Noise Ratio" denotes the ratio in dB of a test signal to the corresponding C-Notched Noise.

Signal Transfer Point

The term "Signal Transfer Point" denotes a specialized switch which provides SS7 network access and performs SS7 message routing and screening.

Signaling Point of Interface

The term "Signaling Point of Interface" denotes the customer designated location, in the same LATA as the Telephone Company STP, where SS7 signaling information is exchanged between the Telephone Company and the customer.

Signaling Systems 7

The term "Signaling System 7" (SS7) denotes the out of band signaling protocol developed by the Consultative Committee for International Telephone and Telegraph (CCITT) and the American National Standards Institute (ANSI).

Singing Return Loss

The term "Singing Return Loss" denotes the frequency weighted measure of return loss at the edges of the voiceband (200 to 500 Hz and 2500 to 3200 Hz), where singing (instability) problems are most likely to occur.

Special Order

The term "Special Order" denotes an order for a Billing and Collection Service or an order for a Directory Assistance Service.

(D)
|
|
|
(D)

Subcontractor

The term "Subcontractor" denotes the status of the Telephone Company when contracting directly with a Prime Service Vendor to provide TSP to a service user.

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 2005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Subscriber Line Charge

(M)

The term "Subscriber Line Charge" denotes the charge applicable to the end user common line. In Pennsylvania and Delaware this charge is referred to as a Line Cost Charge.

(M)

Certain material on this page formerly appeared on Original Page 2-78.

(This page filed under Transmittal No. 481)

Issued: August 16, 2004

Effective: August 31, 2004

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Subsequent Inspections

The term "Subsequent Inspections" under Collocated Interconnection denotes the work operations performed by Telephone Company in order to verify that corrective action has been taken by the Collocator on variances from required safety, construction and maintenance practices reported to the Collocator by Telephone Company. Telephone Company will notify Collocator in advance of such inspections, and Collocator shall have the right to be present at the time of inspection.

Subtending End Office of an Access Tandem

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

Switched Access Signalling Service (SASS)

The term "Switched Access Signalling Service" denotes transmission of the Carrier Identification Code (CIC) and the OZZ Code with MF Signalling; or the TNS parameter with SS7 Signalling. This service is available to TSPs and is provided from the Telephone Company end offices.

Switching System

The term "Switching System" denotes the hardware and/or software utilized by the Telephone Company for the establishment and maintenance of a given central office.

Synchronous Test Line

The term "Synchronous Test Line" denotes an arrangement in an end office which performs marginal operational tests of supervisory and ring-tripping functions.

Tandem Switching Provider (TSP)

The term "Tandem Switching Provider" denotes any Interexchange Carrier, End User, or other access provider who provides tandem switching functions for switched transport services.

Tandem Switched Transport

The term "Tandem Switched Transport" denotes the transport from the serving wire center of the customer's premises to an end office that is switched at a tandem switch. Tandem Switched Transport consists of circuits dedicated to the use of a single customer from the serving wire center to the tandem and circuits used in common by multiple customers from the tandem to an end office.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Telecommunication Relay Service (TRS)

TRS denotes the process where end user dialed calls are routed to a Telecommunication Relay Service Center for delivery to the Telephone Company. The Telephone Company in turn directs the call, via either the Trunkside BSA-101XXXX Option or Switched Access FGD Service, to an access tandem for delivery to the selected Interexchange Carrier of choice.

Telecommunication Relay Service (TRS) Center

Denotes the location of the provider of Telecommunication Relay Service (TRS).

Telephone Company Answering Service Concentrator

Answering Service Concentrator denotes equipment located on the Telephone Company premises which, when used in conjunction with an identifier or similar equipment located at the answering service premises, enables the answering bureau to answer incoming calls for customers at their location without the necessity of having a channel from each customer's location to the bureau's location.

Terminating Direction

The term "Terminating Direction" denotes the use of Access Service for the completion of calls from a customer premises to an End User premises.

Toll Free Database

The term "Toll Free" refers to the use of database technology to determine to which access customer an originating toll free call is to be delivered. An originating toll free call is a call made with the prefix 1+800, 1+888, 1+877, 1+866, 1+855, 1+844, 1+833, or 1+822. The toll free database routes calls to an access customer based on the dialed ten digit toll free number. Initially, the Toll Free Database will provide routing information for calls utilizing 800 and 888 toll free dialing numbers. The Toll Free Database will be expanded, as required, at a later date to include routing for 877, 866, 855, 844, 833, and 822 toll free dialing numbers. Until that time, toll free calls, other than those originated as 1+800 or 1+888, will not be completed.

Transit Network Selection (TNS)

The Transit Network Selection (TNS) parameter is a component of the SS7 Initial Address Message (IAM). It contains the Carrier Identification Code (CIC) and Circuit Code which indicate the specific Interexchange Carrier trunk group that is required to carry the call. The Circuit Code equates to the OZZ with MF Signalling.

(This page filed under Transmittal No. 23)

Issued: April 13, 2001

Effective: April 28, 2001

Vice President
2980 Fairview Park Drive, Falls Church, Virginia 22042

ACCESS SERVICE

2. General Regulations (Cont'd)2.6 Definitions (Cont'd)Transmission Measuring (105 Type) Test Line/Responder

The term "Transmission Measuring (105 Type) Test Line/Responder" denotes an arrangement in an end office which provides far-end access to a responder and permits two-way loss and noise measurements to be made on trunks from a near end office.

Transmission Path

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived channels consisting of any form or configuration of facilities typically used in the telecommunications industry.

Transport Element

The term "Transport Element" denotes a generic term to refer to either Directory Transport or Local Transport as applicable.

Trunk-Side Connection

The term "Trunk-Side Connection" denotes the connection of a transmission path to the trunk side of a local exchange switching system.

Two-Wire to Four-Wire Conversion

The term "Two-Wire to Four-Wire Conversion" denotes an arrangement which converts a four-wire transmission path to a two-wire transmission path to allow a four-wire facility to terminate in a two-wire entity (e.g., a central office switch).

(D)
|
|
|
|
|
(D)

Uniform Service Order Code

The term "Uniform Service Order Code" denotes a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Uniform Service Order Codes are used in the Telephone Company billing system to generate recurring rates and nonrecurring charges.

(This page filed under Transmittal No. 1067)

Issued: January 13, 2010

Effective: January 28, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

V and H Coordinates Method

(M)

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical and horizontal coordinates of the two points.

Virtual Call

A user facility in which a call initiation procedure and a call terminating procedure determines a period of communication between two network addresses in which a user data is transferred.

(M)

Material on this page formerly appeared on Original Page 2-81.

(This page filed under Transmittal No. 481)

Issued: August 16, 2004

Effective: August 31, 2004

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

Virtual Circuit

Logical channels established as a result of the call initiation procedure to a network address that exists for a period of time.

Virtually-Collocated Interconnection

An arrangement whereby the Collocator's facilities are interconnected to Collocator-provided Telephone Company-owned cable and equipment that is located in a Telephone Company central office building.

WATS Serving Office (WSO)

The term "WATS Serving Office" (WSO) denotes Wire Centers with the technical capability to accept WATS Access Connections (WACs) or WAC extensions.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

(D)

(D)

(This page filed under Transmittal No. 1070)

Issued: January 26, 2010

Effective: February 10, 2010

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs)

Regulations pertaining to Basic SLAs are contained in this tariff as specified following:

<u>Description</u>	<u>Tariff Reference</u>	
Credit Allowance for Service Interruptions	2.7.1.1	(T)
Missed Installation Due Dates	2.7.1.2	(T)

Certain material previously found on this page can now be found on Original Page 2-83.14.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs)

(T)

2.7.1.1 Credit Allowance for Service Interruptions

(T) (x)

(A) General

(M) (x)

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff. An interruption period starts when the Telephone Company personnel are notified by the customer that the service is inoperative.

(B) When a Credit Allowance Applies

(M) (x)

Subject to Section 2.7.4(B) following, in case of an interruption to any service, credit allowance for the period of interruption shall be as follows:

(T) (x)

(M) |

(T) (x)

- (1) For services other than those mentioned in 9.4(I)(1), (2), and (3), credits for interruption shall be:

(M) (x)

(T) |

(M) (x)

(x) Certain material on this page formerly appeared on Original Page 2-33.

Certain material previously found on this page can now be found on Original Page 2-83.15.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(1) (Cont'd)

(a) Switched Access and Directory Assistance

No credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited in increments of 24 hours at the rate of 1/30 of the monthly charge for the service for each period of 24 hours or major fraction thereof that the interruption continues. Each interruption in excess of twelve hours and up to 24 hours will result in a 24 hour credit being applied. For Switched Transport, the provisions as set forth in (b) following shall apply.

(b) Special Access, Switched Transport, or Packet Data Services

No credit shall be allowed for an interruption of less than thirty (30) minutes except for IntelliLight® services and Video Service provided at daily rates. When service is interrupted for 30 minutes or more, credit is allowed for the portion of the service affected in 1/2 hourly multiples for each 1/2 hour period or major fraction thereof of interruption. Each interruption in excess of 15 minutes and up to 30 minutes will result in a 30 minute credit being applied. The amount of credit is the proportionate part of the monthly charge, based on 24 hour daily service.

(D)

When a service qualifies for Service Response Credits as set forth in Section 2.7.3.3 following, credit for an interruption in service under this section does not apply.

(This page filed under Transmittal No. 1363)

Issued: December 18, 2017

Effective: January 2, 2018

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd) (T) (x)

(B) When A Credit Allowance Applies (Cont'd) (M) (x)

(1) (Cont'd)

(b) Special Access, Switched Transport, or Packet Data Services (Cont'd) (T) (M)

When a Switched Access direct trunked facility experiences an interruption of service, a credit will be applied for the facility itself. When a customer who has both Direct Trunked and Tandem Access facilities experiences an interruption of service, the customer will receive a credit based on the traffic on the out-of-service facility that is diverted to the tandem and charged at tandem rates.

The MOU credit will be derived by assuming 9000 MOU per trunk per month. Therefore, the daily credit would be limited to 300 MOU per trunk.

(M) (x)

(x) Certain material on this page formerly appeared on Original Page 2-34.1. Certain material previously found on this page can now be found on Original Page 2-83.17.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

C

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)2.7.1.1 Credit Allowance for Service Interruptions (Cont'd)(B) When A Credit Allowance Applies (Cont'd)

(1) (Cont'd)

(b) Special Access, Switched Transport, or Packet Data Services (Cont'd)

For example, if a DS1 carrying 24 trunks is out-of-service for 4 hours, the down-time is equal to 240 minutes. The customer would be credited for 240 MOU per working trunk. The 240 is less than the 300 MOU daily limit; therefore:

240	minutes out-of-service
X 24	trunks
5,760	MOU credit multiplied by tandem switching rate, fixed per MOU rate and the per mile per MOU rate.

If a DS1 carrying 24 trunks is out-of-service for 8 hours, the credit would be determined as follows:

8 hours X 60 minutes = 480 (total minutes out-of-service for one trunk). The daily MOU credit is limited to 300 per day. Since the out-of-service time exceeds the maximum daily credit, the customer will receive the maximum credit of 300 MOU multiplied by the number of working trunks.

This credit is only applicable if the customer has purchased tandem trunks to the tandem that serves the end office where the out-of-service Direct Trunked facility terminates.

For Video Service provided at daily rates, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more at the rate of 1/288 of the daily charge for the service for each 5 minutes or fraction thereof that an interruption continues. Two or more such interruptions occurring during a period of 5 consecutive minutes shall be considered as one interruption.

(D)

(This page filed under Transmittal No. 1363)

Issued: December 18, 2017

Effective: January 2, 2018

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

(1) (Cont'd)

(c) Special Federal Government Access Services and Specialized Service or Arrangements

Service interruptions for Special Federal Government Access Services and Specialized Service or Arrangements provided under the provisions of Sections 10 and 12 following shall be administered in the same manner as those set forth in this Section 2.7.1.1 unless other regulations are specified with the individual case filing.

- (2) Credit allowances for interruptions to Switched Access Service and Directory Assistance Service apply to any applicable monthly rates.
- (3) The credit allowance(s) for an interruption or for a series of interruptions shall not exceed the monthly rate for the service interrupted in any one monthly billing period.
- (4) For certain Special Access services (Digital Data Access, DA1-4, High Capacity, HC1), and for Switched Transport, any period during which the error performance is below that specified for the service will be considered as an interruption. (D)
- (5) Reserved.
- (6) For Lightwave Facilities, no credit shall be allowed for any interruption not reported by the customer; an interruption of less than 48 hours from the time of the customer's trouble report; or any interruption resulting from equipment furnished by the customer.

(This page filed under Transmittal No. 1259)

Issued: January 7, 2014

Effective: January 22, 2014

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs)2.7.1.1 Credit Allowance for Service Interruptions (Cont'd)

(B) When A Credit Allowance Applies (Cont'd)

- (7) For certain Special Access services, a Special Access Service Guarantee (SASG) credit allowance will apply in the event that such services experience a service interruption of four (4) or more consecutive hours except as specified in Section 2.7.4(B) following. The SASG credit allowance will apply to Voice Grade, WATS, monthly Video, Digital Data (DDS), and High Capacity DS1 (excluding the portion of a Special Access DS1 High Capacity service that is derived at a customer designated premises using a DS3 Premises Multiplexer) and DS3 Special Access services (collectively, Special Access Services). (D)

The customer has the option to subscribe to National SLA Plans as set forth in Section 2.7.3 following. When a customer subscribes to a National SLA Plan, SASG credit allowances under this Section 2.7.1.1(B)(7) do not apply to services covered by the National SLA Plan.

Additionally, the SASG credit allowance applies to IntelliMux® ports when a customer, during normal hours (see 7.2.12(D), Scheduled Maintenance), is unable to reconfigure circuits for two or more hours.

If a Special Access Service or IntelliMux port is eligible for an SASG credit allowance, the Telephone Company shall provide the applicable credit amount as set forth in the table following. The Telephone Company shall bill customer the applicable monthly rate for the Special Access Service or IntelliMux port, and if customer is eligible to receive the SASG credit allowance, the customer shall receive the SASG credit in a later invoice. The SASG credit allowance is in addition to any other credit allowances available under this Section 2.7.1.1. The maximum amount of all credit allowances available under this Section 2.7.1.1 for a Special Access Service or IntelliMux port for a given billing period shall not exceed the total applicable monthly charge paid by the customer for such Special Access Service or IntelliMux port. The monthly charge will consist of all applicable rate elements charged to the circuit experiencing the service interruption. The SASG credit allowance can only be applied once per month on a per circuit or per port basis. For multi-point circuits, the SASG credit allowance will apply to each leg of the circuit that experiences a service interruption.

(Issued under Transmittal No. 1363)

Issued: December 18, 2017

Effective: January 2, 2018

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.1 Credit Allowance for Service Interruptions

(B) When A Credit Allowance Applies (Cont'd)

(7) (Cont'd)

The SASG credit allowance for each applicable service is listed below:

<u>Service</u>	<u>SASG (per circuit)</u>	
		(D)
Voice Grade & WATS		(D)
2-wire	20.00	
4-wire	20.00	
		(D)
		(D)
Video (monthly & 5-yr Plan)	100.00	
Wide Band Analog & Data	100.00	
Digital Data/DDS		
2.4 Kbps	40.00	
4.8 Kbps	45.00	
9.6 Kbps	50.00	
19.2 Kbps	55.00	
56.0 Kbps	60.00	
64.0 Kbps	65.00	
High Capacity		
DS1	160.00	
DS3	400.00	
	<u>SASG (per port)</u>	
IntelliMux		
VG or DDS	10.00	
DS1	10.00	

(This page filed under Transmittal No. 1363)

Issued: December 18, 2017

Effective: January 2, 2018

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)2.7.1.1 Credit Allowance for Service Interruptions(B) When A Credit Allowance Applies (Cont'd)

(8) For the following IntelliLight services, the credit allowances are:

- (a) Verizon Dedicated SONET Ring (DSR) and IntelliLight Shared Assurance Network (ISAN) are guaranteed to have uninterrupted service. Any service outage greater than one minute due solely to a Telephone Company facility failure will result in a credit of 100% of the monthly rate for the applicable rate elements of the affected service. Only one such credit is allowed in a single month's billing period.

When DSR as set forth in Section 23.1 following is arranged with subtending rings, a credit allowance for a service interruption is applied independently to each ring. For example, if the main DSR becomes interrupted and is eligible for a credit allowance, no credit allowance is due on the subtending ring(s) associated with that main ring unless service on the subtending ring(s) is also interrupted.

- (b) IntelliLight Shared Dual Path, ISDP, guarantees service delivery without interruptions. Should a service with ISDP be interrupted for more than one minute due to failures in the Telephone Company's facilities, the customer will be credited 100% of the monthly rates for the affected underlying service with the ISDP feature and for the ISDP optional feature. Only one such credit is allowed per month.

Service failures due to customer provided equipment will not be covered by the service guarantee under any circumstances.

- (9) For certain video services, the following SASG credit allowances apply:

- (a) For any service outage of a Video Switch greater than a period of 30 consecutive minutes, a credit for 50% of the monthly rate is applicable. The SASG will not apply to more than two service outages per month.
- (b) For a service outage of the 10-year Multichannel Video Service of 60 consecutive minutes or more, a SASG credit for 50% of the monthly rate for the affected channels will be applied. The SASG will not apply to more than two such outages per month.

(x) Certain material on this page formerly appeared on 2nd Revised Page 2-39.
(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd)

(T) (x)

(B) When A Credit Allowance Applies (Cont'd)

(M) (x)

- (10) For both Switched and Special IntelliLight Entrance Facilities (IEF) and IntelliLight Shared Single Path (ISSP) services, the following Special Access Service Guarantee, SASG, credit allowance applies:

Any service outage of 4 hours or more due to a Company facility failure will result in a credit of 100% of the monthly rate for the applicable rate elements affected. Only one such credit is allowed in a single month's billing period.

- (11) For IntelliLight Broadband Transport (IBT) Services, the following Special Access Service Guarantee, SASG, credit allowances apply:

Any outage of basic IBT services of 4 hours or more due to a Company facility failure will result in a credit of 100% of the monthly rate for the service.

Any outage of IBT services with Fiber Path Diversity option of 1 hour or more due to a Company facility failure will result in a credit of 100% of the monthly rate for the service.

SASG credits cannot exceed the monthly charge in a single month's billing period.

- (12) For those services provided in rate bands, only one credit is allowed in a single month's billing period. Credits for DS3 Entrance Facility Channel Terminations and DS3 High Capacity Service Channel Terminations will be based upon the rate effective and rate band applicable to the customer at the time of service failure.

(M) (x)

(x) Certain material on this page formerly appeared on Original Page 2-40.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd) (T) (x)

(B) When A Credit Allowance Applies (Cont'd) (M) (x)

- (13) For IntelliLight Optical Transport Service (IOTS) nodes and network optimization, any single service outage of four hours or more due solely to a Telephone Company facility failure will result in a credit of 100 percent (100%) of the monthly rate for the applicable IOTS node or network optimization device affected. Only one such credit is allowed in a single month's billing period.

For IOTS optical transport channels, the following credits will be applied.

- For protected Optical Transport Channels, any Telephone Company facility failure which is not restored within 1 minute will result in a credit of 100% of the monthly rate for the applicable protected optical channel affected. Only one such credit is allowed in a single month's billing period.
- For unprotected optical transport channels, no credit applies for a service outage on these channels for which no protection is provided by the Telephone Company.
- When one or more channels utilizing a multi-port interface card require maintenance, all channels provisioned over that multi-port interface card will be interrupted. No credit will be made for such periods during which all channels on the multi-port interface card are interrupted to allow the Telephone Company to perform required maintenance.

(M) (x)

(x) Certain material on this page formerly appeared on 2nd Revised Page 2-40.1.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd) (T) (x)

(B) When A Credit Allowance Applies (Cont'd) (M) (x)

(14) For Verizon Optical Networking, the Special Access Service Guarantee (SASG) will apply for the entire service.

- For protected On-Net Channel Extensions and ON-Net Channel Mileage, a credit of 100% of one month's recurring charge for the Verizon Optical Networking service will apply for any outage that exceeds one minute. No more than one such credit is given in 1 monthly billing cycle.
- For unprotected On-Net Channel Extensions a credit of 100% of one month's recurring charge for the Verizon Optical Networking service will apply if the total outage time exceeds 4 hours.
- For Verizon Optical Networking services that consist of both unprotected and protected service components, the credit allowance that applies for each outage will be based on the credit allowance provisions for unprotected channels.

(M) (x)

(C) When A Credit Allowance Does Not Apply

(N)

Services will not be eligible for credits when any of the conditions set forth in Section 2.7.4(B) following exist.

(N)

(x) Certain material on this page formerly appeared on 4th Revised Page 2-40.2.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs)

2.7.1.1 Credit Allowance for Service Interruptions (Cont'd) (T) (x)

(D) Use of an Alternative Service Provided by the Telephone Company (M) (x)

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the tariffed rates and charges for the alternative service used.

(E) Temporary Surrender of a Service

In certain instances, the customer may be requested by the Telephone Company to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be 1/1440 of the monthly rate for each period of 30 minutes or fraction thereof that the service is surrendered. In no case will the credit allowance exceed the monthly rate for the service surrendered in any one monthly billing period.

(M) (x)

(x) Certain material on this page formerly appeared on Original Page 2-43.

(This page filed under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.1 Basic Service Level Agreements (Basic SLAs) (Cont'd)

2.7.1.2 Missed Installation Due Dates

(A) General

Failure to meet a confirmed service date (due date) for installation of certain services will result in a credit or the applicable nonrecurring charges billed to the customer for that service when the responsibility for the failure is solely the Telephone Company's. These credits of applicable nonrecurring charges for unmet installation dates are an exclusive remedy; and, are in lieu of any other claims as described in 2.1.3 preceding.

(B) Services Subject To The Credit

Subject to Section 2.7.4(A) following, nonrecurring installation charges (as specified in 7.4.1) will be credited for a missed service date on the following Special Access services:

Digital Data Service
DS1 High Capacity Service
DS3 Special Access High Capacity Services

The customer has the option to subscribe to National SLA Plans as set forth in Section 2.7.3. When a customer subscribes to a National SLA Plan, credits under this Section 2.7.1.2 do not apply to services covered by the National SLA Plan.

(D)

(C) When a Credit Allowance Does Not Apply

Services will not be eligible for credits when any of the conditions set forth in Section 2.7.4(A) following exist.

(This page filed under Transmittal No. 1357)

Issued: November 16, 2017

Effective: December 1, 2017

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements2.7.2 Enhanced Service Level Agreements (Enhanced SLAs)

Regulations pertaining to Enhanced SLAs are contained in this tariff as specified following:

<u>Description</u>	<u>Tariff Reference</u>	
Integrated Optical Service Rider SLAs	2.7.2.1	
Reserved for Future Use	2.7.2.2	(C)
Reserved for Future Use	2.7.2.3	
Reserved for Future Use	2.7.2.4	(C)

(This page filed under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)2.7 Service Level Agreements (Cont'd)2.7.2 Enhanced Service Level Agreements (Enhanced SLAs)

(N)

2.7.2.1 Integrated Optical Service Rider SLAs

(T) (x)

(A) General

(T) (x)

- (1) With the exception of those Integrated Optical Service Riders provided subject to Section 24.1.3 following, the SLAs set forth in this Section 2.7.2.1 apply to all other Integrated Optical Service Riders set forth in Section 24.1 following ("Qualifying Services"). (T) (x)
(M) |
(T) |
(M) |
(M) (x)
- (2) The monthly recurring rate(s) for the Qualifying Service are the Integrated Optical Service Rider Appearances. (T) (x)
(M) (x)
- (3) To receive credit, the Telephone Company must receive from the customer a written request for credit within sixty (60) calendar days of the end of the calendar month in which the SLA threshold was missed. The customer's request for credit must be submitted to the appropriate Telephone Company in a manner mutually agreed upon by the Telephone Company and the customer. The request must include a list of the identification numbers of all impacted circuits. (T) (x)
(M) |
| |
| |
| |
| |
(M) (x)

(B) Availability

(T) (x)

- (1) Availability refers to the percentage of time over a calendar month that a Qualifying Service is able to transmit data over the Telephone Company's integrated optical service. A Qualifying Service is unavailable if data cannot be transmitted because of a failure of a facility component within the Telephone Company's integrated optical service that is used to furnish the Qualifying Service provided under this Tariff. (T) (x)
(M) |
| |
| |
| |
| |
(M) (x)
- (2) Availability is calculated as follows: Availability = (1440 X Number of Days in Month) - (Number of Minutes the Service is unavailable during Month)/(1440 X Number of Days in Month). The number of minutes the Service is unavailable is as determined by the Telephone Company. (T) (x)
(M) |
| |
| |
(M) (x)

(x) Certain material on this page formerly appeared on Original Page 2-83.1.

(Issued under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(N)

2.7.2.1 Integrated Optical Service Rider SLAs (Cont'd)

(T) (x)

(C) Mean Time to Restore (MTTR) (Cont'd)

(T) (x)

(3) (Cont'd)

(T) (x)

- | | | |
|---|--|---------|
| - | Periods when the Telephone Company is denied access to premises or facilities necessary to diagnose, repair, or test a Qualifying Service. | (M) (x) |
| - | Periods following repair of the Qualifying Service when the ticket is held open by the customer to ensure the trouble is resolved. | (M) (x) |

(4) MTTR is calculated by summing TTR for all measured tickets for the customer for the calendar month and dividing by the total number of tickets for that customer during that month.

(5) MTTR excludes any subsequent reports (i.e., additional	(T) (x)
customer inquiries while the trouble is pending), CPE	(M)
troubles, trouble found on the customer's side of the point	
of demarcation, no trouble found, troubles closed due to	
customer action, force majeure events, and troubles repaired	
by the Telephone Company prior to receipt of a trouble report	
on that Qualifying Service.	(M) (x)

(6) The threshold for MTTR in a calendar month is 2.5 hours for Qualifying Services.

(7)	If the MTTR is greater than 2.5 hours over the calendar month	(T) (x)
	for all of customer's Qualifying Services, then a credit	(M)
	equal to twenty-five percent (25%) of the monthly recurring	
	rate(s) for the affected Qualifying Service applies for those	
	Qualifying Services that were the subject of a trouble ticket	
	during the measured calendar month whose TTR exceeded 2.5	
	hours. Only one (1) such credit is allowed in a single	
	month's billing period. If the MTTR is 2.5 hours or less on	
	all of customer's Qualifying Services, then no credit applies	
	to any Qualifying Service, even if the TTR on a particular	
	Qualifying Service exceeded such threshold.	

(D)	Qualifying Services will not be included in threshold measurements under this Section 2.7.2.1 and will not be eligible for credits under this Section 2.7.2.1, when any of the conditions set forth in Section 2.7.4(B) following exist.	(T) (T) (M) (x)
-----	--	----------------------------------

Certain material on this page formerly appeared on Original Page 2-83.3.

(Issued under Transmittal No. 853)

Issued: September 6, 2007

Effective: September 21, 2007

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

2.7.2.2 Reserved for Future Use

(C)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)
(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)
(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

(D)

(D)

(D)

(D)

(Issued under Transmittal No. 1229)

Issued: March 25, 2013

Effective: April 9, 2013

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005